Training for staff at airports

1586. SHRI RAJU PARMAR:
SHRIMATI KAMLA MANHAR:

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that staff posted at International Airports in various parts of the country are not properly trained to deal with the passengers politely;

(b) whether it is also a fact that behaviour of some of the staff of Airports Authority of India, Civil Aviation Security and staff from Immigration Department is not proper and also they are not efficient and prompt in dealing with the passengers; and

(c) if so, what steps Government propose to take to train the staff posted at airports?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) to (c) Airports Authority of India staff working at the airports are imparted special training in "Customer Care and Passenger Handling". Regular in-house training programmes are also conducted by AAI at its training Institute in Delhi and at airport for personnel involved in customer care. Airports Authority of India also conducts orientation programmes on customer care for Central Industrial Security Force (CISF) personnel working at airports. To improve the quality of service to passengers, Government has also decided on getting dedicated cadre of young persons on deputation to handle immigration functions.

Clearance for purchase of aircrafts

1587. SHRI JANARDAN DWIVEDI:
SHRI MOTI LAL VORA:

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether an India based firm has placed order for the purchase of 100 Airbus aircrafts at the cost 6 bn $, which was announced at the Paris show;

(b) whether the concerned company has obtained necessary clearance from the Department of Civil Aviation and other concerned agencies and if so, the details thereof; and